(c) As part of confidence building measures, representatives of Tea Board's Moscow Office have been meeting buyers for resolving their problems and assuring them of the quality and reliability of Indian tea. In addition to this, promotional campaigns for Indian tea through media (press and television), tea sampling demonstrations, participation in consumer exhibition etc. have also been planned by Tea Board's Moscow Office which will commence soon.

Special Cell in Directorate General of Foreign Trade

3684. SHRI KRISHNA KUMAR BIRLA : Will the Minister of COMMERCE be pleased to state :

(a) whether Government have set up a special cell in the office of Directorate General of Foreign Trade to attend complaints made by foreign buyers ;

(b) if so, the details of complaints received during the past three years;

(c) whether a large number of complaints from foreign buyers are also pending in various foreign mission;

(d) if so, the details thereof; and

(e) the steps DGFT propose to take to solve those disputes ?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL SUPPLIES, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION AND MINISTER OF STATE IN THE MINISTRY OF COMMERCE (SHRI KAMALUDDIN AHMED): (a) Yes, Sir. A Trade, Dispute Cell has been set up in the Office of Director General of Foreign Trade to attend complaints made by Foreign buyers.

(b) From the year 1991-92 upto 1-3-94, a total number of 371 complaints were received in the Trade Dispute Cell. Broadly the nature of these complaints cover the areas of quality, quantity, price, delay and related claims, non-performance/non-fulfilment of agreement, nonpayment/delayed payment of agency commission, complaints from foreign tourists regarding purchases made in India etc.

(c) and (d) : 187 complaints of foreign buyers were referred by the foreign missions to the Office of DGFT during the past three years. These broadly cover the areas stated in part (b) of the reply.

Information relating to the number of complaints from foreign buyers pending in various foreign missions is not available in the Office of DGFT.

(e) Regional Standing Committees on Quality complaints have been set up to resolve such complaints at Bombay, Calcutta, Cochin, Delhi, Madras. Ahmedabad. Bangalore, Kanpur, Ludhiana and Hyderabad. These Committees are chaired by the respective Joint Director General of Foreign Trade with Members from the Bureau of Indian Standards, Office of Agricultural Marketing Advisor, Small Industries Service Institute. RBI, Invitees from EPC/ Commodity Board/Trade Association and Export Inspection Agency as Member Secretary. Meetings are held on a regular basis and ample opportunity is given to the exporters to rectify and settle the complaint in an amicable manner. In case of non-compliance, appropriate action against the erring exporters is taken.

MPEDA statement regarding acquaculture in Andhra Pradesh

3685. SHRI V. HANUMANTHA RAO : Will the Minister of COMMERCE be pleased to state :

(a) whether it is a fact that the average life of an acquaculture farm is around 10 years;

(b) whether it is also a fact that MPEDA has alerted various investors and marginal farmers in Andhra Pradesh that acquaculture is not a permanent asset ; and

(c) if so, the details thereof ?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL SUPPLIES, CONSUMER AFFAIRS & PUBLIC DISTRIBUTION AND MINISTER OF STATE IN THE MINISTRY OF COMMERCE (SHRI KAMALUDDIN AHMED): (a) : No Sir. A Scientifically conceived and eco-friendly aquaculture farm can continue its operation for an indefinite period.

(b) No Sir. MPEDA has been advising against the hazards of pollution and the overcrowding of farms. The concept of Scientific acquaculture is being emphasized by MPEDA.

(c) Does not arise.

Tobacco Exports to CIS

3686. SHRI V. HANUMANTHA RAO : Will the Minister of COMMERCE be pleased to state :

(a) whether Government propose to take steps to encourage tobacco exports to C.I.S. countries in the current season;

(b) if so, the details thereof ?

(c) whether an official team will be visiting C.I.S. countries to establish firm arrangements this year; and

(d) if so, the details thereof ?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL SUPPLIES, CONSUMER AFFAIRS & PUBLIC DISTRIBUTION AND MINISTER OF STATE IN THE MINISTRY OF COMMERCE (SHRI KAMALUDDIN AHMED) (a) and (b) : Yes Sir. C.I.S. republi: being the major market for Indian tobacco the following steps are taken to promote export of tobacco and products in these countries;

1. Assisting exporters to :

(i) take up aggressive marketing in CIS markets.

(ii) Set up export promotion offices in CIS republics.

(iii) Establish warehouses in CIS republics for stock and sale of tobacco and cigarettes.

(iv) Explore possibilities to export tobacco to CIS republic against barter/counter trade.

(v) Establish Joint Ventures in CIS republics for cigarette production which would help export of Indian tobacco to these republics.

2. Joint participation with exporters by Tobacco Board in the World Tobacco Trade Fair held in Moscow.

3. Sending trade delegations to CIS Republics.

(c) and (d) : If necessary, an official. team would visit CIS countries. In 1992 and 1993 official teams visited these countries.

Exemption of compulsory pre-shiping Inspection

3687. SHRI PRAMOD MAHAJAN :
SHRI VIREN J. SHAH :

Will the Minister of COMMERCE be pleased to state :

(a) whether Government have decided to phase out compulsory pre-shipment inspection by the Commerce Ministry;